





## A shift from the old

To assist the Association operate more effectively, the management committee continually focuses on improving its operations. Constitutional changes made a couple of years ago were a major step forward.

"Prior to our constitution changes, we had core executive committee positions and several general positions. We abolished this and all committee positions were given a defined portfolio.

"Now we have a President, Vice-President, Treasurer and Secretary, as well as dedicated Coordinators for the areas of junior and senior representatives, referees, competitions and coaching.

"Basically it means people actually nominate to fill a portfolio position on the committee, not just go on there to fill a general committee vacancy. A job description for each portfolio is available prior to the election, so people have a good understanding of their role.

"People apply for the positions, putting forward their credentials and experience. As a result, the knowledge and expertise of our Committee members has risen sharply, and they in turn share their knowledge with our members.

"This change, more than anything, has resulted in more effective administration. People no longer go on the committee

for the wrong reasons. They know they're responsible for a portfolio, and that they need to work in that area," says Ms Smith.

Under each portfolio operates sub-committees. For example, the Competitions Coordinator oversees a primary schools sub-committee and a high schools sub-committee. Similarly, the Junior Representatives Coordinator operates a sub-committee for the portfolio area, made up of all the junior rep team managers.

The CHBA also made another significant constitutional alteration by setting the term of office to two years, giving the serving committee enough time to effect change.

## Approach to volunteer management

With its constitutional changes in place, the CHBA now has several key volunteer management strategies contributing to its success:

- All management committee positions have clear job descriptions
- All management committee positions report on their portfolio at monthly meetings
- All volunteer coaches attend monthly coach development sessions
- All volunteer coaches and managers attend an annual Child Protection seminar to update them on changes to legislation and to provide ideas on

the practical implementation of this important aspect of sport

- All volunteer representative managers have job descriptions and attend bi-monthly meetings to discuss their role and to sort out any issues they might have
- Volunteer recruitment is done to match specific roles and skills
- Specialist training sessions are run for school students when we need large numbers of volunteers to help with tournaments
- An Association Volunteer of the Year is presented annually.

Additionally, the CBHA also conducts a major survey of members and volunteers each year.

"At the end of the season, we produce targeted surveys for players, coaches, managers and parents in the representative program to get opinions of what worked and what didn't. We follow this up with forums for each group, to discuss in detail the survey results and get ideas on how we could do things differently/better.

"It's a really good way of keeping the communication open and ongoing. We use the information gathered to make appropriate changes to operations and publish the results for members," says Ms Smith.

Overall, the volunteer management approaches are working well for CHBA.

"When it comes to volunteers, we do face the hurdle of limited volunteer time and families needing more time together. But in many ways, this has also been an asset, as basketball attracts boys, girls, mums and dads, so we find that the sport also brings families together for quality time.

"At the end of the day, we don't have too many problems filling positions. I think people are keen to be involved in our Association due to its professionalism and the fact we're upfront about volunteer requirements.

"The new committee structure and portfolio arrangement have meant people 'own' a part of the association and they have a keen, 'go forward' approach.

"We're the second largest sport in Coffs Harbour, we have a fantastic sponsor group and our membership is improving – they're our best measures," says Ms Smith.